If you become aware of an event that could result in a breach of personally identifiable information (PII), it is critical that you immediately report any information or network security incident to isg@brown.edu using the following recommended actions.

**Lost or Stolen Electronic Media or Computing Device**

- **Report the loss:** Contact the Department of Public Safety (401-863-3103) if the loss occurred on campus, or to local police, to report lost or stolen electronic media or a computing device, whether it is Brown-issued or personally-owned.
- **Wipe devices:** If it's possible, you should remotely wipe your device to prevent any contents from being accessed by another.
  - **Brown-owned laptops and tablets:** Contact your departmental computing coordinator for assistance.
  - **Brown-owned phones:** Notify the Telecommunications Office immediately (telecom@brown.edu, 401-863-2007). Telecom will suspend voice services and issue a remote wipe of the device, if applicable.
  - **Personally-owned laptops, tablets and phones:** If you had installed software with wipe functionality, activate it. For phones, you should also notify your service provider to suspend your service.
- **Track the device:** If you had third-party tracking software installed, contact the company. If software such as Lookout or Webroot, activate its tracking function.
- **Personally identifiable, restricted, regulated, or confidential information:** If the lost or stolen electronic media or a computing device was used to store personally identifiable, restricted, regulated, or confidential information, please notify the Information Security Group at isg@brown.edu immediately. You will be asked to also complete the Lost/Stolen/Compromised Devices Form (available as a Word document and PDF) and then email to ISG using Virtru. ISG will work with you to determine the next steps, and whether the event requires notification.
**Computer/Information Intrusion**

If you suspect that someone has broken into your computer, please disconnect it from the network and contact the Information Security Group as soon as possible. They will investigate the incident and help you recover your system.

**Protected Health Information (PHI)**

If any PHI might have been lost, stolen, compromised, misdirected, etc., please notify the Information Security Group at ISG@brown.edu, who will work with you to determine the next steps, and whether the event requires notification.

Tags
- Security